

Matisse Gold photo

CD/Paper Printer

Getting Started

with the Matisse Gold Photo CD Printer



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Safety information



Warning:

This appliance must be earthed. Refer to the rating plate for the voltage and check that the appliance voltage corresponds to the supply voltage.

Important: *The wires in the mains lead fitted to this appliance are coloured in accordance with the following code:*

Green and Yellow -- Earth

Blue -- Neutral

Brown -- Live

If you have to fit a plug:

As the colours of the mains lead of this appliance may not match the coloured markings used to identify the terminals in a plug, please observe the following:

- ☐ The green and yellow wire must be connected to the terminal in the plug which is marked with the letter E.
 - ☐ The blue wire must be connected to the terminal in the plug marked with the letter N.
 - ☐ The brown wire must be connected to the terminal in the plug marked with the letter L.
 - ☐ If the plug is damaged, replace the cord set or consult a qualified electrician.
 - ☐ Replace fuses only with fuses of the correct size and rating.
-

- ❑ Be careful when you handle used ink cartridges, as there may be some ink remaining around the ink supply port. If ink gets on your skin, wash the area thoroughly with soap and water. If ink gets into your eyes, flush them immediately with water. If discomfort or vision problems remain after a thorough flushing, see a doctor immediately.
- ❑ Do not shake the ink cartridges; this can cause leakage.
- ❑ You must remove the yellow tape seals from the cartridges before installing them; otherwise, the cartridges will become unusable.
- ❑ Do not remove the blue portion of the tape seal from the top of the cartridges.
- ❑ Do not remove the tape seals from the bottom of the cartridges.
- ❑ Do not touch the green IC chip on the side of the cartridge, this may affect normal operation and printing.
- ❑ The IC chip on this ink cartridge contains various cartridge related-information, such as the amount of ink remaining, so that a cartridge may be removed and reinserted freely. However, each time the cartridge is inserted, some ink is consumed because the printer automatically performs a reliability check.

When using the printer

- ❑ Do not put your hand inside the printer or touch the ink cartridges during printing.
- ❑ Do not block or cover the openings in the printer's cabinet.
- ❑ Do not attempt to service the printer yourself.
- ❑ Unplug the printer and refer servicing to qualified service personnel should any of the following occur:
The power cord or plug is damaged; liquid has entered the printer; the printer has been dropped or the cabinet damaged; the printer does not operate normally or exhibits a distinct change in performance.
- ❑ Do not insert objects through the slots in the printer's cabinet.
- ❑ Take care not to spill liquid on the printer.

Thank you for buying the Matisse Gold photo CD/Paper Printer

These short instructions will assist you in the use of your new printer. All steps necessary for installing your new printer are listed here. In case you need more detailed information concerning a certain topic, please refer to the on-line user's guide on the supplied EPSON Printer Software CD.

1

Unpacking the Printer

1. Your printer box should contain:

- Printer
- Paper Insert
- Detachable CD Guide Plate
- Front CD Tray support
- Paper support
- Power cord
- USB printer cable
- Black ink cartridge - T026 *(if not already installed)*
- Colour ink cartridge - T027 *(if not already installed)*
- Double CD-R Tray (Anodised Aluminium)
- CD with DISCUS CD Designer software
- CD with EPSON 830U printer drivers & on-line users guide
- Getting Started Guide
- Warranty Card

Safety information

Please read safety instructions on page 15/16 before operating this printer



Warning:

This appliance must be earthed. Refer to the rating plate for the voltage and check that the appliance voltage corresponds to the supply voltage.

Important: *The wires in the mains lead fitted to this appliance are coloured in accordance with the following code:*

Green and Yellow -- Earth

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Brown -- Live

Warnings, Cautions, and Notes



Warnings must be followed carefully to avoid bodily injury.

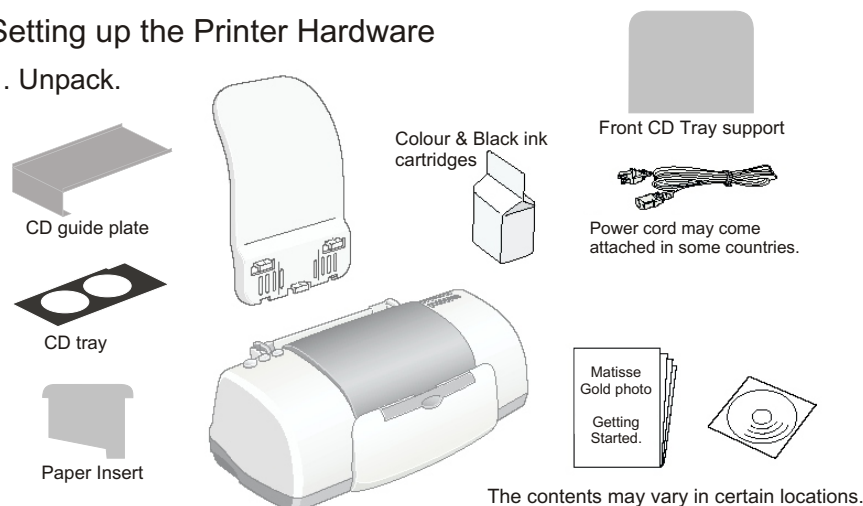


Cautions must be observed to avoid damage to your equipment.

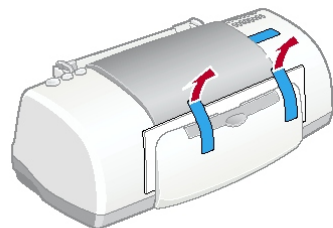
Notes contain important information and useful tips on the operation of your printer.

2 Setting up the Printer Hardware

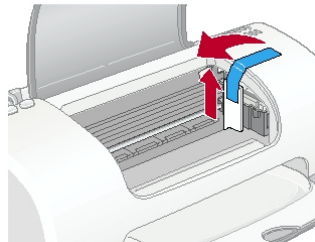
1. Unpack.



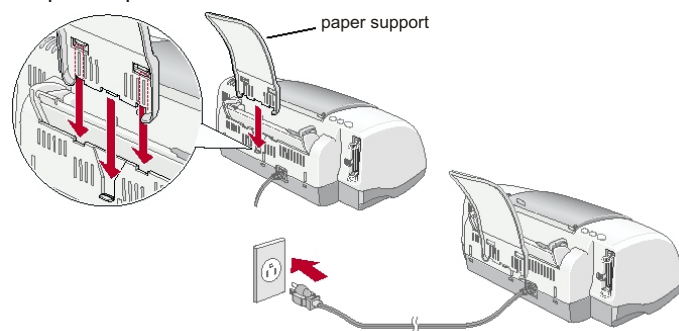
2. Remove protective materials.



Store the protective materials in case you want to ship the printer in the future.



3. Attach the printer parts.



Caution:

If the printer comes on when you plug in the power cord, turn off the printer by pressing down the  power button until the printer lights go out.

Safety Instructions

Read all of the instructions in this section when setting up and using your printer.

When choosing a place for the printer

- ☐ Avoid places subject to rapid changes in temperature and humidity. Also, keep the printer away from direct sunlight, strong light, or heat sources.
- ☐ Avoid places subject to dust, shocks, and vibrations.
- ☐ Leave enough room around the printer to allow sufficient ventilation.
- ☐ Place the printer near a wall outlet where the plug can be easily unplugged.
- ☐ Place the printer on a flat, stable surface that extends beyond the printer base in all directions. The printer will not operate properly if it is tilted at an angle.

When choosing a power source

- ☐ Use only the type of power source indicated on the printer's label.
- ☐ Do not use a damaged or frayed power cord.
- ☐ If you use an extension cord with the printer, make sure that the total ampere rating of the devices plugged into the extension cord does not exceed the cord's ampere rating. Also, make sure that the total ampere rating of all devices plugged into the wall outlet does not exceed the wall outlet's ampere rating. If using a coiled extension lead, make sure the lead is unwound to prevent the build-up of heat.
- ☐ If you use the printer in Germany, the building installation must be protected by a 10 or 16 amp circuit breaker to provide adequate short-circuit protection and over-current protection for this printer.

When handling ink cartridges

- ☐ Do not open the ink cartridge packages until just before you install them.
- ☐ Keep ink cartridges out of the reach of children. Do not allow children to drink from or otherwise handle the cartridges.

Error Indicators

You can identify many common problems using the lights on the printer's control panel. Use the following table of panel light patterns to diagnose the problem, then follow the recommended corrective measures.

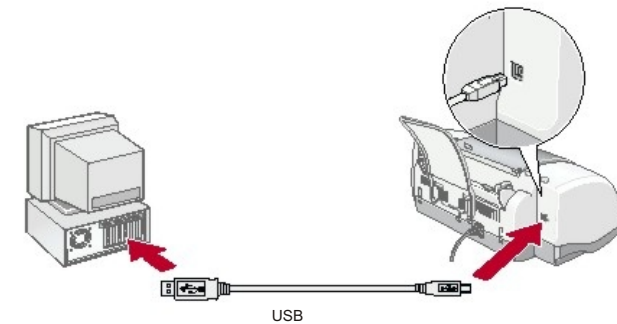
Lights	Problem and Solution	
● ◻	Paper out	No paper is loaded in the printer.
	Check EPSON Status Monitor 3* or EPSON StatusMonitor*. Load paper in the sheet feeder, then press the ◻ maintenance button. The printer resumes printing and the light goes out.	
● ◻	Paper jam	Paper has jammed in the printer.
	Check EPSON Status Monitor 3* or EPSON StatusMonitor*. Press the ◻ maintenance button to eject the jammed paper. If the error does not clear, open the printer cover and remove all of the paper inside, including any torn pieces. Then reload the paper in the sheet feeder and press the ◻ maintenance button to resume printing.	
◻ ◻	Ink low	The black or color ink cartridge is nearly empty.
	Obtain a replacement black or color ink cartridge. To determine which cartridge is nearly empty, check the ink level using EPSON Status Monitor 3* or EPSON StatusMonitor*.	
● ◻	Ink out	The black or color ink cartridge is empty or is not installed.
	Replace the black or color ink cartridge with a new one.	
	Wrong cartridge	The installed black or color ink cartridge cannot be used by this printer.
	Use the appropriate black or color ink cartridge.	
◻ ⏻ ● ◻	Carriage error	The print head carriage is obstructed by jammed paper or other foreign material and cannot return to the home position.
	Turn off the printer. Open the printer cover and remove any paper from the paper path by hand. Then, turn the printer back on. If the error does not clear, contact your dealer.	
◻ ⏻ ◻ ◻	Unknown printer error	An unknown printer error has occurred.
	Turn off the printer and contact your dealer.	

● = on, ◻ = off, ◻ = flashing

* EPSON Status Monitor 3 is for Windows; EPSON StatusMonitor is for Macintosh.

4. Connect the printer.

Connect the printer cable to the ports on the computer and the printer.



3 Installing the Printer Software For Windows

1. Make sure that printer is off, then turn on your computer.
2. Insert the printer software CD in the CD-ROM drive. If the Installer dialog box does not appear, double-click SETUP.EXE in the CD-ROM.
3. Select Install Printer Software.
4. Click the circled arrow button.
5. Follow the on-screen instructions.



Caution:
Do not move the print head by hand, as this may damage the printer.

6. See section 4 'Install the Ink Cartridges', Follow the Setup utility's on-screen instructions to install the ink cartridges.

When ink cartridge installation is complete, proceed to "Load paper and check the print head nozzles" .

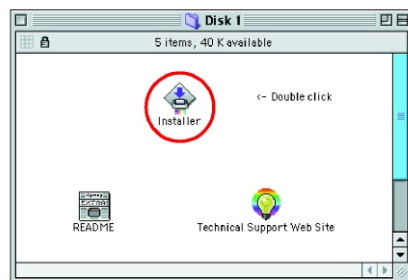
For Macintosh

Caution:
Turn off all virus protection programs before you install the printer software.

1. Make sure that printer is off, then turn on your Macintosh and insert the software CD in the CD-ROM drive.

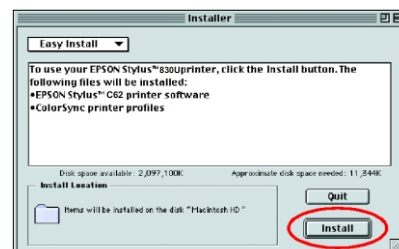
2. Double-click the **Install Software** folder, then double-click the **Installer** icon inside it.

3. Click **Continue**.



4. Make sure that the Install Location box displays the correct drive, then click **Install**.

5. Follow the on-screen instructions to install the printer software.

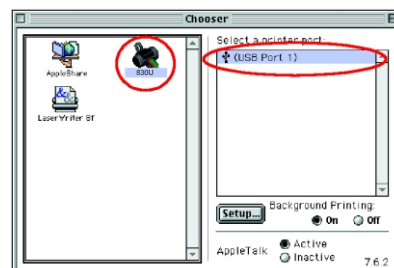


After you have installed the printer software, you need to select your printer.

1. Press the power button to turn on the printer. The print head moves to the ink cartridge installation position.

2. Choose **Chooser** from the Apple menu. Then, select the icon for your printer and the port that your printer is connected to.

3. Close the Chooser.



9 Service & Support

If you need fast help, call our **Technical Support** line.

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WARRANTY RETURNS SERVICE

All warranty returns must be dealt with by your supplier.

Printers being returned to Copytrax directly must have an **RMA** number before they can be accepted for repair.

When returning your printer, make sure that it is packed in its original packaging & shipped to us with insurance cover from the carrier.

Always attach a letter showing all your details & a full description of the fault so that we can process your repair quickly. **THANK YOU.**

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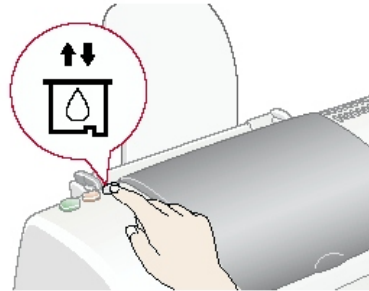
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5. Lower the ink cartridge clamps until they lock into place.
6. Close the printer cover.

7. Press the  ink cartridge replacement button. The printer moves the print head and begins charging the ink delivery system. This process takes about one and a half minutes. While the ink is charging, the  power light flashes and the printer produces a variety of mechanical sounds. These sounds are normal.



Caution:

- ❑ Do not turn the power off during the ink charging process.
- ❑ Do not load paper until ink charging is complete.

When the ink charging process is finished, the  power light stops flashing and remains on.

When ink cartridge installation is complete, proceed to “Load paper and check the print head nozzles” below.

8 User Information

Panel Operation

Button	Function
 power	Turns the printer on and off.
 maintenance	Loads or ejects paper if pressed and released within three seconds. Resumes printing if pressed and released after a paper out error. Performs print head cleaning if pressed for three seconds when the  error light is off. Moves the print head to the ink cartridge replacement position and charges ink to the printer when ink is out.
 ink cartridge replacement	Moves the print head to the ink cartridge replacement position and charges ink to the printer.

See the online *Reference Guide* for details.



Caution:

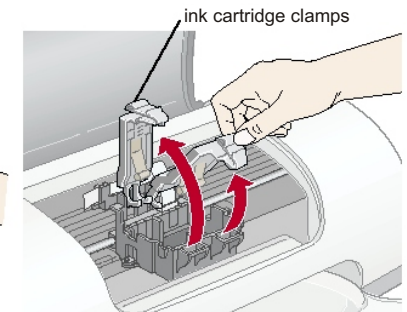
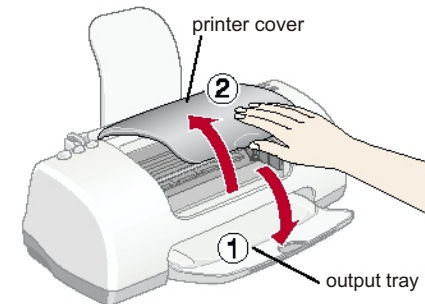
Do not move the print head by hand, as this may damage the printer.

4 Install the ink cartridges (if not already installed)

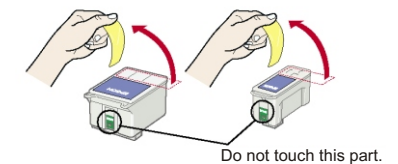
Note:

Ink Cartridge Type:
Black: T026
Colour: T027

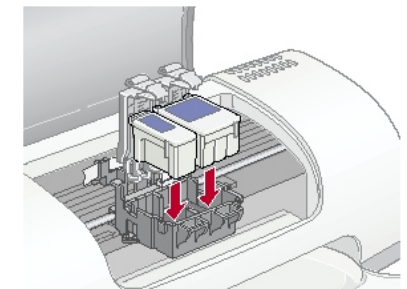
1. Make sure that the printer is turned on.
2. Open the output tray and the printer cover, then lift up the ink cartridge clamps, as shown in the illustrations.



3. Remove only the yellow tape from the ink cartridges.



4. Position the tabs on each ink cartridge so that they are resting on top of the tabs protruding from the base of the ink cartridge clamps. Do not apply excessive force to the cartridges.



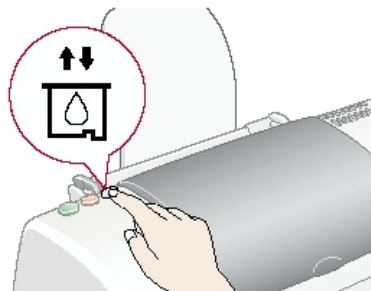
Note:

Install both cartridges. The printer will not work with only one cartridge.

5. Lower the ink cartridge clamps until they lock into place.

6. Close the printer cover.

7. Press the  ink cartridge replacement button. The printer moves the print head and begins charging the ink delivery system. This process takes about one and a half minutes. While the ink is charging, the  power light flashes and the printer produces a variety of mechanical sounds. These sounds are normal.



Caution:

❑ Do not turn the power off during the ink charging process.

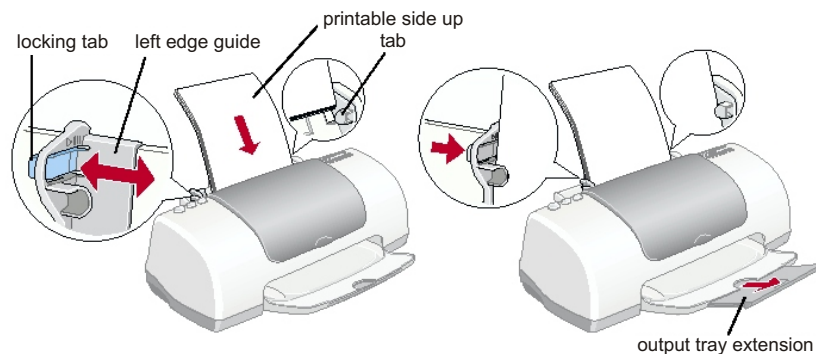
❑ Do not load paper until ink charging is complete.

When the ink charging process is finished, the  power light stops flashing and remains on.

When ink cartridge installation is complete, proceed to “Load paper and check the print head nozzles” below.

5 Load Paper & check the print head nozzles

Before checking the print head nozzles, you need to load paper as shown below. When loading paper, make sure that the paper stack fits under the tabs inside the edge guides and does not exceed the loading limit indicated by the arrow mark on the left edge guide. To adjust the left edge guide, hold down the locking tab and slide the guide against the paper stack. Make sure that the position of the edge guide allows the paper to move up and down freely.



7 Changing the Ink Cartridges

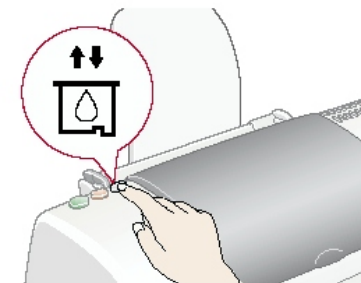
1. Press the  ink cartridge replacement button. The print head moves out to the cartridge change position.

Note:

Ink Cartridge Type:

Black: T026

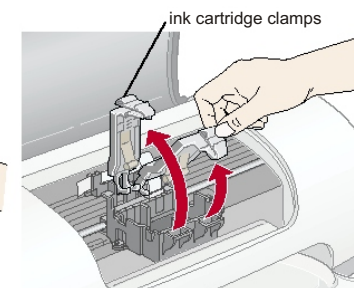
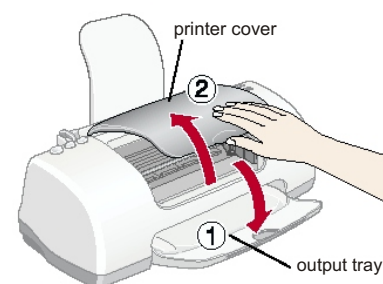
Colour: T027



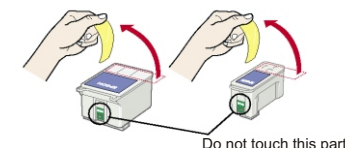
Caution:

Do not move the print head by hand, as this may damage the printer.

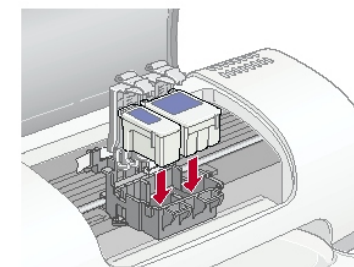
2. Open the output tray and the printer cover, then lift up the ink cartridge clamps, as shown in the illustrations.



3. Remove only the yellow tape from the ink cartridges.



4. Position the tabs on each ink cartridge so that they are resting on top of the tabs protruding from the base of the ink cartridge clamps. Do not apply excessive force to the cartridges.



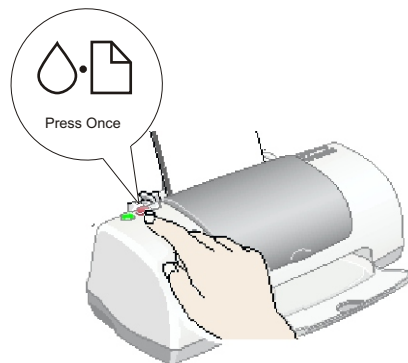
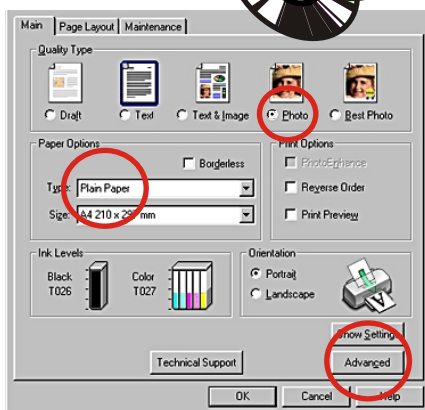
Note:

*Install both cartridges.(if not already installed)
The printer will not work with only one cartridge.*

Note:

If the printer has not been used for 20 seconds it will drop into Energy Saving Mode. Before printing a CD, the printer needs to be brought out of its Energy Saving Mode. Press the  maintenance switch **ONCE** then wait until any activity stops. Load caddy, press the  maintenance switch again, caddy is loaded into print start position. Print the CD within a couple of minutes.

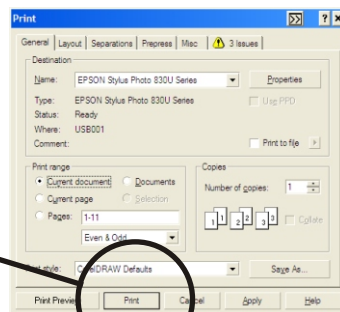
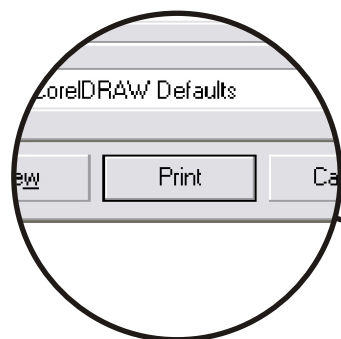
Print to CD - SETTING EXAMPLE



NOTE Before Printing to CD Select

- PROPERTIES
- PLAIN PAPER
- PHOTO
- A4 210 x 297 mm
- In **ADVANCED** Settings
no **HIGH SPEED** selected

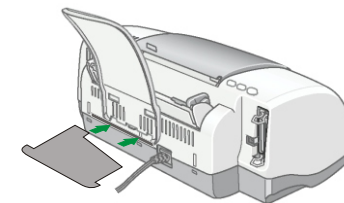
Click the **Print Button** to start printing.



Note:

The printer settings used in the example above are as a guide only. Using different **Media types & Colour management** settings will enable you to reproduce colours more accurately on various types of printable CD media.

Press Paper Insert into back of printer.

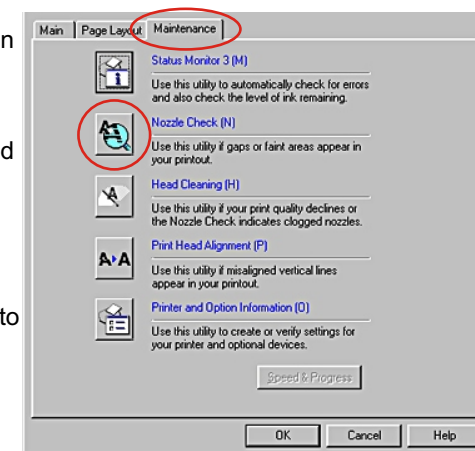


Once the paper is loaded, follow these steps to check the print head nozzles.

For Windows users

- Click the **Start** button, point to **Settings or Printers & Faxes (win XP)**, then click **Printers**.
- Select the icon for your printer, then click **Properties** on the File menu. Then click the **Maintenance** tab.
- Click the **Nozzle Check** button, and follow the on-screen instructions.
- When you are finished, click **OK** to close the Properties dialog box.

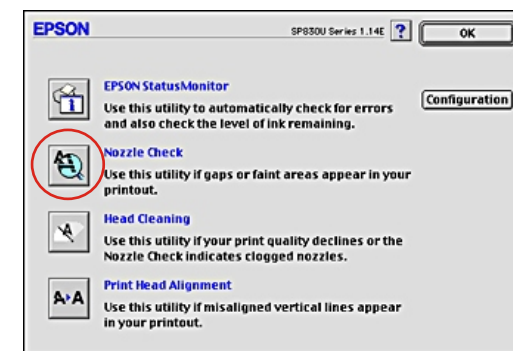
Your printer is now set up and ready to use.



For Macintosh users

- Select **Page Setup** in the Finder's **File** menu.
- Click the utility icon.
- Click the **Nozzle Check** button, and follow the on-screen instructions.
- When you are finished, click **OK** to close the utility dialog box. Then click **OK** to close the Page Setup dialog box.

Your printer is now set up and ready to use.



6 Cleaning the Print Head

If you find that the printed image is unexpectedly faint or dots in the printed image are missing you may be able to solve these problems by cleaning the print head, which ensures that the nozzles are delivering ink properly

1. Make sure that the printer is on, and the red ink out lights are off
2. Press the cleaning button for three seconds. The power light begins flashing and the printer ejects any paper in its path and starts cleaning the print head. This operation takes about two minutes to complete. *Never turn off the printer while the power light is flashing. Doing so may damage the printer.*
3. After the power light stops flashing, print a few lines to confirm that the head is clean and to reset the cleaning cycle.

If you entered the print head cleaning mode while the printer was printing a document, the printer feeds paper and resumes printing automatically.

If the print quality does not improve, repeat step 2, then print a few lines to check the output. If print quality hasn't improved after repeating this procedure four or five times, see "Troubleshooting" in the Electronic Handbook. If the print quality still has not improved after following recommendations listed in "Troubleshooting", contact **Your Dealers** technical support.

Note:

The print head cannot be cleaned if the red ink out light is flashing or on. Replace the ink cartridges as needed before proceeding.

7 CD-R Printing

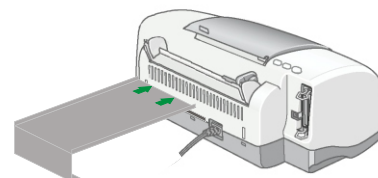
The following procedure describes how to load a CD-R into the printer and print a CD-R.

Attention: Only use CD-Rs with *inkjet printable surface*.

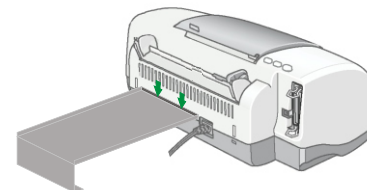
Note: CD-R batches may vary in print quality.

Fitting the Guide Plate

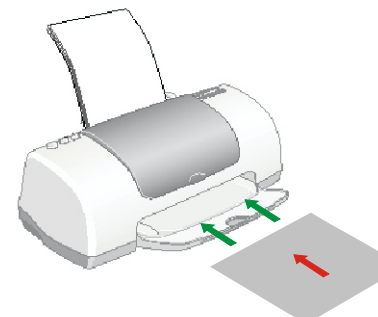
If the paper support is fitted, remove it along with the Insert. Position the removable CD guide plate to locate its tongue between the hooks on the rear of the printer.



Push the guide plate fully down into the hooks.



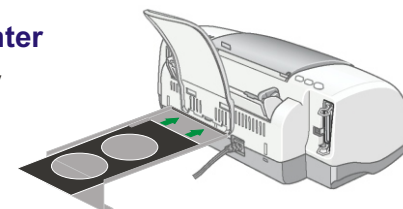
Insert the Front CD Tray Support.



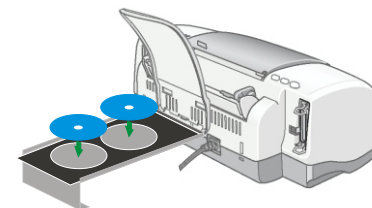
Inserting CD's into the printer

Insert the CD Tray into the Guide Tray (as shown).

See note at top of page 10



Insert the CD's into the CD Tray.



Push in the CD Tray until its rear edge is level with the rear edge of the guide plate.

